



Problem Resolution Report

CoSD Contract No. 554833
Schedule 5 and Schedule 7.3.1 Updates
ES / CoSD 020



Date: November 13, 2017

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement No. 554833 (the "Agreement") by and between the County of San Diego ("County") and Enterprise Services, LLC, a DXC Technology Company ("ES" or "Contractor" and hereinafter collectively referred to as "the Parties"), agreement is reached on the Effective Date shown below.

Issue or Problem:

County seeks to replace the itemized list of invoices and reports from Schedule 5 – Invoices and Reports with a reference to Schedule 5 report, "Schedule 5 Invoices and Reports List". Similarly, County seeks to replace the list of standards procedures in Schedule 7.3.1 – Standards and Procedures with a reference to Schedule 5 Report, "Schedule 7.3.1 Standards and Procedures List".

Resolution:

1. Schedule 5 – Invoices and Reports is replaced in its entirety by Attachment 1 to this PRR.
2. Schedule 7.3.1 – Standards and Procedures Manual is replaced in its entirety by Attachment 2 to this PRR.
3. Contractor shall develop and subsequently deliver two new Schedule 5 reports as needed or as requested:
 - a. Schedule 5 Invoices and Reports List
 - b. Schedule 7.3.1 Standards and Procedures Manual

The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.



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COUNTY OF SAN DIEGO

ENTERPRISE SERVICES, LLC

By: John M. Pellegrino

Name: John M. Pellegrino

Title: Director, Department of Purchasing
and Contracting

Effective
Date: 11/17/17

By: Laura Floyd

Name: Laura Floyd

Title: Director, US Public Sector
Civilian, State and Local

Date: November 13, 2017

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Schedule 7.3.1 – Standards and Procedures

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1 OVERVIEW

The Standards and Procedures (SnP) Manual lists specific steps to be followed by role who will be held accountable for certain activities. A policy will be formed when there is a need to establish formal policies that the teams must abide by. A policy will often reference a Standards and Procedures Manual for specific steps. In addition to standard procedures, the SnP Manual will also contain all documented standards (e.g. Hardware, Software, bricks and patterns, etc.).

2 HIGH LEVEL REQUIREMENTS

- 2.1 The SnP Manual shall be posted in the Service Portal.
- 2.2 The SnP Manual shall be accessible to authorized End-Users to the appropriate Service Framework section(s).
- 2.3 The SnP Manual shall be assigned a designated document manager responsible for the organization of documents, review periods, posting of completed sections, Service Framework section numbering assignment, etc.
- 2.4 The SnP Manual shall provide a clear formal procedure to create, update, and maintain the SnP Manual integrity and updated information.
- 2.5 The contents of the SnP Manual for all Frameworks shall be referenced in the monthly Schedule 5 report, Schedule 7.3.1 List.
- 2.6 Content management (add/remove/change) of the SnP Manual will be via a Service Request.

3 STANDARDS AND PROCEDURES MANUAL TOPIC LIST

- 3.1 The SnP Manual topic list will be maintained in the Schedule 5 report, "Schedule 7.3.1 Standards and Procedures List".

END OF SCHEDULE